



SERVICE LEVEL AGREEMENT

Crown Line Malaysia is fully resourced to comply with the FIDI FAIM and ISO quality standard requirement. In order to fulfil our quality standard, Crown Line Malaysia has developed policies that apply to our employees, suppliers and business partners or agents (Local or Overseas) .

A. SERVICES

ORIGIN AGENT SERVICES

- i. **Pre-Move Survey** –Agent shall confirm within 1 working day receipt of the survey request from Crown Line Malaysia. Agent shall initiate contact with each transferee within working day.
 - Agent shall acknowledge to Crown Line Malaysia in writing receipt of survey request and keep Crown Line Malaysia informed of scheduling details. If physical surveys unable to be done, Crown Line Malaysia must be informed immediately.
 - Agent shall perform each survey at no cost to Crown Line Malaysia, if there is any special situation / circumstances Crown Line Malaysia must be informed in advance.
 - When survey is performed, Crown Line Malaysia must be provided with the survey report and estimated cost to pack and handle the shipment by the agent.
 - Crown Line Malaysia expects the survey to be accurate to within 10% of the actual packed weight / volume unless agent can attribute any difference to items being added from the move.

- ii. **Packing and Loading** – Agent shall carry out the packing, loading securing of each shipment in accordance with FIDI/FAIM standards.
 - A clear inventory list (in English) identifying all goods in the shipment with accurate description of carton contents and cartons numbers shall be raised by the agent before loading of shipment commences.
 - Supervisor and customer must sign the Inventory List in the corresponding section of the packing list.
 - All furniture must be listed denoting condition at time of wrapping; photographs of pre-damage existing conditions will be send.
 - Under no circumstances our agent can accept PBO (“Packed by owner”) listed on an Inventory List or included in a shipment. Any carton presented to a packing crew as a PBO must have its contents inspected, ensuring that the carton

contains no restricted items and there is no threat to the security of a ship, plane or other vehicle on which it is to be transported.

iii. Documentation – Export procedures must only be initiated at origin once Crown Line Malaysia has given green light to proceed.

- Agent shall submit to Crown Line Malaysia the shipping pre-advise and Export documentation within Three (3) working days of final loading of the Sea shipment (HHE) and within one (1) working days of final loading of the AIR shipment (UAB).
- AWB or B/L must be submitted to Crown Line Malaysia for approval.
- Agent agrees that any deviation from the survey and quoted charges or weight must be communicated to Crown Line Malaysia in writing for approval. Any additional charges arising from a deviation that has been approved in advance may be denied by Crown Line Malaysia.

iv. Long term and Storage in Transit

- Arrange secure facilities for Permanent and / or temporary storage.
- For temporary and / or permanent storage, please provide monthly invoicing or every 6 months for Long term storage.

DESTINATION AGENT SERVICES – The service listed below must be provided by our agents.

- Agent shall notify Crown Line Malaysia and to the transferee in writing of shipment arrival at the destination country.
- Agents to perform all custom clearance procedure accordingly to the destination country's laws and regulations.
- During custom clearance, agents shall advise Crown Line Malaysia of any duties, taxes or inspection fees that arise and for its corresponding approval.
- Agents shall present backup documentation for any additional charges that have to be paid (duties and taxes, THC, bonded warehouse, etc.)
- Agents must keep Crown Line Malaysia notified in writing of actual custom clearance process.
- If local custom representatives have inspected the shipment, agent shall report to Crown Line Malaysia in writing within TWO (2) business day.
- Drayage from Airport / Seaport of arrival.
- Agent shall coordinate transport from the airport / seaport unless provided by the steamship line.
- Agent shall check all container seals upon arrival and at the time of delivery to ensure container has not been opened during transit. If any container seals do not match or has been broken, Agent will notify Crown Line Malaysia immediately in writing.

- As soon as the shipment is received; agent shall notify Crown Line Malaysia in writing.
 - Agent shall notify Crown Line Malaysia in writing of the scheduled delivery date.
 - Any delays, damages, or losses to the Goods during the shipment, agent shall notify Crown Line Malaysia no more than 2 business day of agent's discovery; such delays, damages or losses will also be noted on the delivery inventory or delivery report.
 - Agent shall deliver appropriate shipping documents to the transferee at the time of delivery, including copies of the descriptive Inventory.
 - Transferees declining unpacking service must state and sign on the delivery documents.
 - If Transferees require reassembly of disassembled items (tables, desk units, shelf units, as example) that do not require special tools or third party services, this services must be provided by the Agent.
 - Agents shall un-crating at no additional charges.
 - In case any special services are required upon delivery to client's address and unless otherwise instructed by Crown Line Malaysia, agent must bill transferee directly for the extra charges.
 - Agents shall forward all delivery documents (Signed Packing list, Notification of damage or loss, and agent's Invoice) to Crown Line Malaysia within three (3) Business days of delivery of the shipment to the Transferee.
 - Agent shall offer basic claims assistance to the transferee and notify Crown Line Malaysia in writing immediately.
- i. Billing Procedures** – All invoice(s) must be submitted to Crown Line Malaysia within 20 business days from the date of delivery. FIDI or IAM payment rules will always be considered.
- ii. Insurance** – Agent must have all corresponding insurance policies required to handle all household goods shipments, including personal injury, liability and completed operations covering bodily injury, personal injury and property damage. Agent is responsible for maintaining limits of All Risk property insurance that is adequate to cover full insurance value of all shipments.
- iii. Termination** – This agreement will be effective as of the effective date and will continue until terminated. Either party may terminate this agreement, with or without cause, by giving the other party at least thirty (30) days' prior written notice of termination.

B. PRIVACY AND DATA PROTECTION POLICY

- All our oversea agent partners should comply with all relevant data security and data protection legislations concerning the used, retained, disclosed, and disposed of personal data within the business provided by Crown Line Malaysia.
- All personal data will be used by moving agent solely for the purpose of fulfilling its obligation under this agreement and this information must not be used to benefit any third parties.
- Any Privacy Issues or complaints, agents shall submitted in writing to Crown Line Malaysia (Email address: pdpo@crowline.com.my)

C. ANTI-BRIBERY AND ANTI-CORRUPTION

- Crown Line Malaysia expects all our agent partners should committed to the Anti-Bribery and Anti-Corruption Charter, as stipulated under FIDI ABC Charter.
- The agent or partner and its employees must not to accept, receive or pay on behalf of Crown Line Malaysia any bribes or be involved in corrupt practices of any kind.